

WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

201 E. Washington Avenue, GEF 1, Room D 203
Madison, WI

Friday, April 20, 2001

10:00 AM - 2:00 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

COMMITTEE:

Members (Present = X)

X Eric Baker.....	DWS/AO
William B. Adams.....	Racine County
Jon Angeli	Southwest Consortium
X Phyllis A. Bermingham	Marathon County
X Doris Green.....	OIC
Tina Koehn.....	UMOS
James Nitz	Kaiser Group
Laverne Plucinski	Bad River Chippewa
X Jewel Reichert.....	Fond du Lac County
X Adelene Robinson	Kenosha County
X Shirley Ross	La Crosse County
X Liz Green.....	Dane County
X Jerry Stepaniak	MAXIMUS
Julia Taylor	YW Works
X Glynis Underwood	ESI
Michael Van Dyke	Door County

Alternates (Present = X)

Jan Alft.....	Marathon County
X Linda Brandenburg	ESI
X Cheryl Cobb.....	UMOS
Mona Garland.....	OIC
X Deb Hughes.....	Southwest Consortium
Edward Kamin III	Kenosha County
Richard L. Kammerud	Polk County
X James Krivsky	Racine County
X Barbara Metoxen.....	Oneida Nation
Tom Miller.....	La Crosse County
X Teresa Pierce	Workforce Connections, Inc
X Rita Renner	YW Works
Chris Schmitz	Fond du Lac County

State Staff

Attendees:

Stephen Dow, BWCA
Kevin Huggins, BDS
Victoria Carreon, LFB
Shawn Smith, AO
Fred Bartol, BWCA
Mary Moyer, BWCA
Joseph Stafford, BDS
Dave Edie, BWCA

Dianne Reynolds, BWCA
Jude Morse, BDS
Paul Saeman, BWI
Mary Rowin, AO
Ceri Jenkins, BWCA
Rena Beyer, BWCA
Gary Dennis, BWCA
Lynn Schmitt, BDS

Guests:

Tim Cowan, YW Works
Terry Leahy, ESI
Maureen Bestland, Kaiser Group
William Martin, ESI
Judy Steinbicar, RCHSD
Shirley Kitchen, Dodge Co.

Jane Batha, Curtis and Assoc.
Jane Ahlstrom, AFSCME Council
Mitch Birkey, Sheboygan Co.
Kaye Krenske, ESI
Cindy Sutton, RCHSD

Recorder:

Jayne Wanless, W-2 Contract & Implementation Committee Coordinator

Welcome

Eric Baker, DWS Administrator introduced himself to the committee and gave a little back ground on his 30 year career with the State. He is looking forward to learning more about the W-2 programs.

Minutes Approval

A motion was made by James Krivsky to approve the minutes and seconded by Shirley Ross. The motion carried after Deb

Hughes requested modifications to the tone of two sentences. The modifications will be made to the final March minutes.

Issue/Discussion: Monthly 24-Month Extension Report, Kevin Huggins, BDS

Kevin Huggins gave a summary of changes with the processing of the 24-month extensions. The 24-month extensions are going to be handled at the regional offices and letters will be sent out from the Area Administrators. This will allow a quicker turn around time. Subsequent extensions and the 60-month extensions will still go to the review team.

The regional staff hopes to develop consistency statewide with intensive case reviews. Regional staff will be reviewing others intensive case reviews, forms, desk aides and training. The focus is also in improving the product.

Ms. Renner questioned whether other regional staff members who work in more rural areas would understand Milwaukee's issues when reviewing the case. Mr. Huggins said that staff members are going to focus on identifying barriers and make sure that agencies are addressing all barriers and not focusing on some of the barriers during the review and the review will be sent back to the original region with their input.

On July 11, 2001 the W-2 Statewide Economic Support meeting is going to be in Stevens Point. The regional staff is planning the meeting. The regional staff has contacted the W-2 agencies for input on the topics for the meeting.

Issue/Discussion: Monthly 60-Month Extension

Deb Hughes wondered how much of the 60-month policy reflects recommendations from the C&I committee. Mary Rowin stated the Operations Memo is being drafted and will be brought to the May meeting. Jerry Stepaniak wanted to know the general concept of the policy. Mary Rowin answered that the 60-month is similar to the 24-month policy. The 60-month extension is for 1 year with an opportunity for subsequent extensions. Lynn Schmitt explained that it would be clear in CARES concerning the 60 and 24 month clocks. Mr. Krivsky wondered what would happen when the 24 and 60-month clocks coincide. Ms. Schmitt stated that the 60-month clock would take precedence so you will not have to do both extensions.

Issue/Discussion: Monthly CARES Update Report, Rose Lynch, DWD/ASD

State Fiscal year 2002 starts July 1st and will start a list of upcoming projects and will share the list with group. Rita Renner volunteered to be part of the session to put together the list. Background work needs to be done before the group will be able to start working on future plans.

Deb Hughes gave feedback on the Wisconsin Portal on the internet. She was unable to find a list of W-2 Agencies and the legislative listing were outdated.

Issue/Discussion: Monthly Training Update Report, Gerry Mayhew, DES/BFS/Training Section

Ms. Mayhew's report was giving in handouts regarding training requirements for IM staff and the results of the W-2 staff turnover survey. If you have any questions regarding the information on the handouts please contact your regional staff.

Issue/Discussion: Biennial Budget Update, Shawn Smith, AO

The Joint Finance Committee asked for clarification on information presented at the Budget Hearing. The questions seem to be directed at the difference between direct services and administrative costs and the performance standards that require information only.

The Legislative Fiscal Bureau (LFB) has similar contract questions regarding status of available TANF funding and the under spending of WAA money. The LFB also questions the Child Care budget projection and the impact of the transfer of Medicaid back to Department of Health and Family Services (DHFS).

The policy items that are being discussed include the Department of Workforce Solutions merger, the Child Support and Food Stamp studies and Community Steering Committees.

William Martin asked if there have been any discussion on contingency funds. Ms. Smith stated that the contingency funds are obligated in the Governor's proposed budget. Mr. Smith replied that the contract refers to a safety net. The safety net or contingency funds are still there for current contract.

Issue/Discussion: TANF Reauthorization Update, Shawn Smith, AO

Jennifer Noyes is working on TANF re-authorization from the Secretary's level. Scott Shortenhaus is the new federal liaison and is directly accountable to Department of Workforce Development. In the past the Department worked with a liaison who

was accountable to DHFS. Scott Shortenhaus is located in the Governor's office in Washington D. C. and will focus on obtaining special funding and provide some influence for Wisconsin at the National level.

The House's Ways and Means committee is holding hearings on TANF reauthorization.

The General Accounting Office (GAO) is putting together a report on States' spending of welfare reform dollars. Ms. Smith is unsure of the flavor of the report and how it will reflect what is spent. It may look at the TANF surplus. The surplus in the Governor's budget is \$600,000. Ms. Hughes commented that she would hope the GAO look at the difference between the surplus from this year and the previous year.

Issue/Discussion: Performance Standards Update and CARES Codes Discussion Paul Saeman, BWI and Lynn Schmitt, BDS

The department received hundreds of comments on the Performance Standards. Responses to the comments will be on the web in the next few weeks. Most comments were in support of the standards and reflected positive feedback on an increased emphasis on customer satisfaction. Many requested additional details. The Department will include the requested details in the informational map. Some commenters requested higher benchmarks and requested rationale for the standards. The changes made due to the comments include:

- added Available Health Insurance Benefits as a third optional standard,
- added a cap of 125 total cases per FEP,
- rewrote educational attainment standard to remove distinction between participants with less than a high school level and those that have a high school level education and include all the reportable educational activities that are counted (not just the GED),
- changed the bonus amount for the Earnings Gain standard from \$100-\$200 to \$50-\$100,
- gave examples of LAB Audit findings,
- indicated standards that would include a one case credit, adding earning gain and education skills attainment,
- provided detailed information on Earning Gains,
- explained tier placement in the information map.

Statutory language requires us to take in to account full-time employment placements for bonuses. Both full and part-time placements will continue to count for base contract and Right of First Selection. Bonus level looks at full-time employment of 35% for the first bonus level and 40% for the second bonus level. The base benchmark will be 35% for both full-time and part-time. William Martin questioned how a person with two part-time jobs would be counted. Mr. Saeman met with legal counsel and they can only look at full-time jobs, so two part-time jobs would not be counted. Food Stamp Employment and Training will continued to be included in the numbers.

William Martin questioned whether Workforce Attachment Advancement cases would be included in the 125 case limit. The limit includes all payment and non-payment cases. Mr. Martin stated that his agency is looking at working a case from a team aspect. Ms. Schmitt said the State is looking at moving away from the single point of contact and moving to a single point of responsibility. The FEP is not the only person involved in the case, but is the point of responsibility. The FEP is the one recorded on ACWI or WPWI for Food Stamps.

Time processing of extensions has an additional standard. 95% of denials will be entered timely into CARES. Timely will be defined in the policy.

Sub-contractors will have training requirements. In-house training will need to be tracked through CCDET. Gerry Mayhew would be on the agenda next month to address tracking issues.

The customer satisfaction survey, to meet the standard, must score 6.5 or greater on a 10 item questionnaire. This applies only for base contract and future contract. Clarification is included of the unrestrictive bonus of 200% with a cap based on smaller agencies. A committee member questioned how the State would calculate areas such as Region 5 where 3 separate agencies work with a case and also the confusion with the county worker and the W-2 worker. Mary Rowin said she would follow-up with the committee to answer how the confusion will be handled.

Ms. Pierce questioned the expectation an agency will have to create their own survey. Ms. Rowin said an agency should survey customers at a different level such as focus groups. An agency may want to do ahead of time in order to point out areas that need improvement before the State survey. The type of survey an agency does will have no influence on performance standards. The topic of individual agency surveys will be on the agenda in May.

Ms. Hughes requested that the one case credit be applied to the survey numbers. Ms. Schmitt stated the survey is developed to correct itself so it should not be a statistical issue. Ms. Hughes stated in smaller counties that it might be a statistical issue. The survey will be brought to the committee for review.

Health insurance will be an optional standard with a benchmark of 50%. Average wage at placement has moved to information only.

The RFS will be out Monday 4/23/01 with the revisions. There are minimal changes to the informational map. The information map will be out in a similar time frame to the last contract process.

To ensure proper reflection of participant activities in CARES new activity codes will be added. A workgroup has come up with a variety of changes that alter the use of a few codes, create new codes and delete a few codes.

Alterations being made to Existing Activity Codes

Disability and Learning Assessment (AD): This activity identifies participants who are currently involved in a formal assessment by DVR or other qualified assessing agency. This assessment will identify the appropriate level of work and learning capacity of the participant.

Valid for the following programs: W-2, FSET, LF, CF, WtW, WAA

Physical Rehabilitation (PR): This activity is reported when a health care provider engages the W-2 participant in physical rehabilitation or occupational therapy. Examples include massage, regulated exercise, or supervised activity with the intent of promoting recovery or rehabilitation. Hours assigned should only be hours that the W-2 participant is actually receiving these services.

Valid for the following programs: W-2

Career Advancement (CR): Employer Intervention Services (EI), Mentor/Coach (MN), and Job Retention Services (JR) definitions remain the same but now can be used for W-2 participants.

- Any existing activity code not listed here will remain the same.
- All of the additions will be sanctionable activities for a W-2 Placement.

Activity Codes to be added for WPCCH

SS(D)I Advocacy/Application (SD): This activity is reported for the actual hours the W-2 participant is in the process of obtaining SSI or SSDI. Examples include meeting with a SSI advocate or attorney, working with the FEP on filling out the SSI forms, ext.

Valid for the following programs: W-2

Personal Care/Self Care (PC): This activity is reported for participants who cannot be assigned to other work activities due to restrictions documented by a health care provider. Activities typically include those that promote a healthier lifestyle and would eventually assist the person in obtaining employment. These activities may include but are not limited to, motivational reading, exercise at home, smoking cessation, weight loss, short-term hospitalization or caring for self, including recuperation.

Valid for the following programs: W-2, FSET

Mental Health Assessment (AM): This activity identifies participants who are currently involved in a mental health assessment by a qualified mental health provider. The component should not be in actual status for longer than 6 weeks.

Valid for the following programs: W-2

AODA Assessment (AA): This activity identifies participants who are currently involved in an Alcohol and Other Drug Abuse (AODA) assessment by a qualified AODA provider. The component should not be in actual status longer than 6 weeks.

Valid for the following programs: W-2

Domestic Violence Assessment and Supportive Services (AV): This activity is for reporting a participant how is currently receiving services for domestic violence. This would include an assessment and supportive services such as temporary shelter or legal assistance.

Valid for the following programs: W-2

WPOCH Activity Codes to be Deleted

Hold Barriers (Ho): FSET eliminated this component and replaced it with Personal Care
P1 through P5 will be eliminated

Currently doing an assessment to find out how to get the new codes in CARES. The Department is working on including the revised new codes in CARES by June 30th so it will give agencies time to gear up for new contracts. AA, MA, AD, PR and DV will count in performance standards.

Ms. Hughes stated she is unable to have a WAA participant in both the JR and ES component, CARES is not allowing it. Ms. Schmitt would like the case sent to her in order to take a look at the problem.

Ms. Pierce stated she likes the addition of the personal care code.

WAA has four performance standards. These are:

- Wage history
- Job Retention Rates
- Entered Employment Rates
- Increase in amount of Child Support and Unemployment Data

As of March 1, 2001, 1600 people have been enrolled in Workforce Attachment and Advancement (WAA). Only 100 of those are from Milwaukee County. The employment rate is 50% and the job retention rate indicates that 114 participants became unemployed while enrolled in the program. These numbers highlight some concerns about this program. The Department recently began doing some case reviews and notices some participants had babies and entered CMC placement and were disenrolled from WAA and the participant might still be participating or planning on participating in the future. Some cases may have close early, referred to other services or a participant may leave early. A large number of cases are not entered in CARES. Ms. Renner asked if the Department was looking at the affects of layoffs. Currently, there are no benchmarks this round; we may need to establish these in the future. Ms. Renner commented that it might be easier to start a program with established goals and a definition of success. Employment rate of NCPs increased 16%. Wages increase \$119 per month for participants that complete the program. Ms. Hughes requested that CARES look to streamline the process. Currently the CARES staff is looking at flow across all programs.

Issue/Discussion: Community Reinvestment Carryover

The Administrator's Memo will be out early next week and contains no surprises. The memo will be followed by a conference call and the date to submit is moved from August to October. Mr. Martin asked the rational for the 25% to go back to the State. Ms. Smith said it was so agencies that do not have any CR money may have access to funds and it allows agencies the ability to know the portion they will have for the additional 6 months.

Issue/Discussion: Contract Process Update, Jude Morse, BDS

A question/answer session on 2002-2003 Right of First Selection (RFS) W-2 re-contracting plans is on May 4th 2001 from 10AM to 3PM at the Marriott Madison West. The session is to respond to questions and to provide any needed instructions to agencies.

On April 23, 2001 an Administrator's Memo will be on the website. The memo includes:

- RFS response items
- RFS Response Items Numbering Reference grid
- Performance Standards
- Allocations in 3 charts (caseload update, base contract allocation, Job Access loan and WAA allocations)
- List of the Department's Policy and Procedures
- Timeline
- List of First Selection Agencies (one change has occurred from the appeal process)

The list of materials in the Department's Procurement Library will follow. The responses to the public comment period are coming soon. The responses will be grouped for similar questions and comments. Groups of responses will be issued in batches.

An agency has 6 weeks to submit their RFS plan from the April 23 Administrator's Memo. The RFS plans are due by 4 PM on June 4th, 2001. The department will have 3 ½ weeks to review the plans and the results will be issued by July 6th. On July 24nd the Notice of Intent to Contracts will be issued by the department. June 25th is the scheduled date for the department to

issue the final competitive Request for Proposal. The Competitive process currently includes Bayfield and Menomonee counties. If an RFS agency does not submit a plan or the plan is not acceptable, these areas would be added to the competitive process.

Please contact Ms. Morse by phone at 608-516-7736 with questions regarding this process.

Issue/Discussion: Strategic Plan Discussion, Eric Baker, Administrator

Jennifer Reinert and Dick Wagner initiated a planning process that started in October of 2000. It started by looking at a Utopia model. The Utopia includes unlimited strategies, funding, meeting every customer's needs and every taxpayer is happy. They took the Utopia and looked at it from a realistic perspective and develop a plan for the future. The Division of Workforce Solutions started in February. The goal is to involve staff and partners in the planning process.

Perhaps as early next week a packet will go out to the partner agencies to get input from all areas. The Department will host Town Hall meetings around the State in May to get input and ideas on the reorganization of the Division staff.

Issue/Discussion: W-2 LAB Audit Discussion, Eric Baker, Administrator

The Legislative Audit Bureau (LAB) requested the Department report back on certain areas based on findings in the W-2 audit. In May, the LAB is scheduled to receive information regarding Performance Standards. In September, information regarding the steps the Department has taken to rectify inappropriate sanctions and the number of 60-month extension requests the Department has received and expected to receive will be submitted to the Committee. Operations Memo 01-21 went out April 10th to point out steps to prevent future inappropriate sanctions.

Ms. Pierce state that some funding was not available to agencies during the last contract because it was determined that amount would reflect sanctions. Ms. Pierce is wondering why the percentage was not held out of Milwaukee agencies. Mr. Baker said he would get back to her with an answer. Ms. Hughes commented that she thought the report only focused on the negative and failed to point out half of the people we worked with are out of poverty, which is a very positive outcome.

Issue/Discussion: Other Issues

Topics the committee would like to see on future agendas:

- Serving ABAWDS on limited funding
- Meeting the Basic Education Attainment standard
- Marketing TANF with Cost Allocation

NEXT MEETING DATE: May 18, 2001
10:00 a.m. – 2:00 p.m.
GEF 1, Room D 203
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Madison, WI
Phone: 267-0524